



## SAFETY CONSULTATION QUALITY SURVEY

**In order to improve the consultation services available through the Department of Commerce, we are asking you to participate in this brief survey regarding your expectations and experiences with our consultation services. Please respond to each of the following questions, based on your most recent consultation visit.**

Which of the following statements best describes why your company requested a consultation visit?

- ☐ We wanted help in developing a comprehensive management system.
- ☐ OSHA enforcement suggested that we call in the State consultant to resolve safety and health concerns.
- ☐ We had difficulty understanding some OSHA standards that applied to our operations.
- ☐ We believed our worker's compensation costs were too high.
- ☐ We simply thought it would be a good idea.
- ☐ Other (Please describe below)

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Please check the specific type of visit your organization received from the list below.

- ☐ Comprehensive Visit
- ☐ Safety/Health Program Assistance
- ☐ Specific Visit
- ☐ Training
- ☐ I am unsure/don't know

When you requested consultation services, did you clearly understand that your company would be obligated to either eliminate the hazard(s) or correct - within an agreed-to-time frame - all serious hazards identified by the consultant?

- ☐ Yes
- ☐ No
- ☐ I am unsure/don't know

Were employees at your place of business aware of the on-site consultation visit?

- ☐ Yes
- ☐ No
- ☐ I am unsure/don't know

**Prior to the visit by your consultant, what were your opinions?** (Circle the appropriate number)

Initially we were reluctant to request the consultation service because we thought it might lead to an enforcement inspection.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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We expected the on-site consultation to be difficult and/or time-consuming.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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We did not expect the consultant to be well informed about our specific situation.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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**Based on the actual consultation experience, what are your opinions.**

The consultation was easier than we expected.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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In general, it is easy to comply with OSHA standards.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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The consultation took too much time to complete.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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The consultant was knowledgeable about our industry.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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The consultant knew about our company's specific needs.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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The consultant was knowledgeable about our operations.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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The information provided by the consultant was useful in minimizing hazards at our place of business.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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The consultant's report was presented in a format that was easy to understand.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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The information covered in the consultant's report was useful.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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The actions taken as a result of the consultation will lower the injury rates at our place of business.

Strongly Agree	1	2	3	4	5	Strongly Disagree
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Check all areas within which you have implemented or revised as a result of the on-site consultation.

- ☐ Self-Inspections
- ☐ Work Rules and Procedures
- ☐ Employee Training
- ☐ Performance Evaluations
- ☐ Investigations of accidents and “near misses”
- ☐ Root Cause Identification
- ☐ Other (specify)
- ☐ None of the Above

What was the most useful aspect of the on-site consultation process?

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What was the least useful aspect of the on-site consultation you received?

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Overall, do you feel that the consultation service was beneficial to your organization?

- ☐ Yes
- ☐ No
- ☐ I am unsure/don’t know

If available, would you use the onsite consultation service again?

- ☐ Yes
- ☐ No
- ☐ I am unsure/don’t know

Would you recommend on-site consultation services to other small business employers?

- ☐ Yes
- ☐ No
- ☐ I already have made such a recommendation to other employers
- ☐ I am unsure/don’t know

Where did you obtain information regarding the WiSCon Program? (Check all that apply)

- ☐ Web site
- ☐ Brochure
- ☐ News article